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CENTRAL FAX CENTERApplication No. 10/002,742  
Information Disclosure Statement

MAR 07 2005

Customer No. 01933

Attorney Docket No. 01705/LH

IN THE UNITED STATES PATENT  
AND TRADEMARK OFFICE

Applicant(s): Toshio UENO


Serial No. : 10/002,742

Filed : November 2, 2001

For : SYSTEM, METHOD AND  
COMPUTER PROGRAM PRODUCT  
FOR COMPLAINT REPORT  
ISSUE

Art Unit : 3623

Examiner : Romain Jeanty

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Dated: March 7, 2005

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S I R :

Submitted herewith are forms PTO/SB/08A and PTO/SB/08B  
listing the particulars of eleven U.S. publications and one  
literature reference which were cited by the Examiner in related  
application Serial Nos. 10/002,744, 10/002,745 and 09/813,209. A  
copy of the literature reference is attached.

This IDS is being submitted before the issuance of a first  
Office Action. Therefore, it is respectfully submitted that no

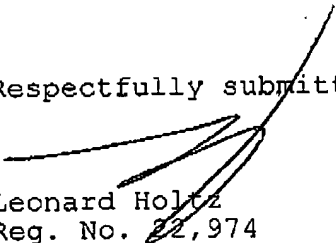
Application No. 10/002,742  
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fees are required. Nonetheless, authorization is hereby given to charge any necessary fees against Account No. 06-1378.

It is respectfully requested that the Examiner return initialed copies of the attached forms PTO/SB/08A and PTO/SB/08B to confirm that the publications listed thereon have all been considered and made of record.

Respectfully submitted,

  
Leonard Holtz  
Reg. No. 22,974

Dated: March 7, 2005

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Substituto for Form 1449A/PTO  <b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>				Application Number		10/002,742	
				Filing Date		November 2, 2001	
				First Named Inventor		Toshio UENO	
				Group Art Unit		3623	
				Examiner Name		Romain Jeanty	
Sheet	1	of	2	Attorney Docket Number		01705/LH	

## U.S. PATENT DOCUMENTS

Exam. Inits <sup>1</sup>	Cite No <sup>1</sup>	Document Number	Kind Code <sup>2</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion
		5,287,505	A	CALVERT et al	02-15-1994	
		5,964,891	A	CASWELL et al	10-12-1999	
		6,032,184	A	COGGER et al	02-29-2000	
		6,219,648	B1	JONES et al	04-17-2001	
		2002/0032672	A1	KEITH, JR.	03-14-2002	
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		2002/0120684	A1	CHRISTFORT et al	08-29-2002	
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		6,802,042	B2	RANGAN et al	10-05-2004	

## FOREIGN PATENT DOCUMENTS

Exam Inits <sup>1</sup>	Cite No <sup>1</sup>	Offc <sup>1</sup>	Document Number <sup>4</sup>	Kind Code <sup>3</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T <sup>5</sup>
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<sup>1</sup> EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

<sup>2</sup> Unique citation designation number. <sup>3</sup> See kinds of U.S. Patent Documents. <sup>4</sup> Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). <sup>5</sup> For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. <sup>6</sup> Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. <sup>7</sup> Place a check here if English translation is attached.

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<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>		Application Number	10/002,742		
		Filing Date	November 2, 2001		
		First Named Inventor	Toshio UENO		
		Group Art Unit	3623		
		Examiner Name	Romain Jeanty		
Sheet	2	of	2	Attorney Docket Number	01705/LH
<b>NON PATENT LITERATURE DOCUMENTS</b>					
Exam Inits	Cite No <sup>1</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.			T <sup>6</sup>
		Hilbert, David M., et al., "An Approach to Large-Scale Collection of Application Usage Data Over the Internet" Proceeding of the 20 <sup>th</sup> International Conference on Software Engineering, April 1998, ISBN 0-8186-8368-6, pages 136-142.			
Examiner Signature				Date Considered	

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